



DEPUTY HUMAN SERVICES DIRECTOR – SOCIAL SERVICES

Purpose:

To actively support and uphold the City's stated mission and values. To perform professional administrative work in the management, organization and coordination of the programs and activities of the Social Services Division.

Supervision Received and Exercised:

Receives direction from the Human Services Director.

Exercises direct supervision over professional, technical and clerical staff.

Position Information:

The role of the Deputy Human Services Director – Social Services is to administer and oversee the department's activities in the areas of counseling and diversion services, CARE 7 program, prevention and youth resources, and senior resources. The Deputy Human Services Director – Social Services determines divisional policies, plans long term programs, manages the division's budget and handles complex administrative duties.

In addition, the Deputy Human Services Director – Social Services assists in developing and promoting a solid relationship with the general public, City Council, City Manager, boards and commissions, employee groups, other City departments, and other government entities.

Essential Functions:

Duties may include, but are not limited to, the following:

- Recommend Division goals and objectives; assist in the development of policies and procedures; develop and administer programs designed to meet the special needs of youths, adults and families in the community.

CITY OF TEMPE

Deputy Human Services Director - Social Services (continued)

- Direct, oversee and participate in the development of the Division work plan; assign work activities, projects and programs; monitor work flow; implement policies and procedures; review and evaluate work products, methods and procedures.
- Consult with school and training agency officials, police, probation and public assistance workers, and public and private agency officials to seek assistance and find solutions to participant problems.
- Prepare the Division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administer the approved budget.
- Select, train and evaluate personnel; conduct and review performance evaluations; work with employees to correct deficiencies; implement discipline procedures; recommend employee terminations.
- Promote a workforce and inclusive environment that represents and values diversity of people and ideas.
- Participate on a variety of committees relating to Division programs and activities; prepare and deliver presentations to civic and community groups about Division programs.
- Attend and participate in monthly staff meetings; confer with the City Attorney, City Prosecutors and City Managers in resolving special program issues; prepare and submit reports regarding the progress of program participants and the overall program.
- Respond to and resolve difficult and sensitive resident inquiries and complaints.
- Provide technical assistance to staff, groups and agencies.
- Serve as a faculty member of the Tempe Learning Center.
- Provide pro-active performance planning through ePerformance; utilize the ePlan to formalize performance goals, outline professional development plans, and discuss job competencies; utilize the eLogs as an electronic dialogue tool and communication resources for transparent documentation;
- Maintain effective and consistent one on one dialogue with all employees on a regular basis;
- Perform related duties as assigned.

Minimum Qualifications:

Experience:

Five years of increasingly responsible professional experience in human services, public administration or related field, including three years of supervisory and administrative responsibility in social services or a directly related to the core functions of this position.

Education:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in social work, criminal justice, sociology, education, psychology and/or a degree related to the core functions of this position. A Master's degree is highly desirable.

Licenses/Certifications:

None

Examples of Physical and/or Mental Activities:

- Operate city vehicles
- Work in a stationary position for considerable periods of time
- Work alone for extended periods of time
- Operate computers and other office machines using repetitive hand/eye movement
- Considerable reading and close vision work
- May require working extended hours

Competencies:

<http://www.tempe.gov/home/showdocument?id=26274>

Job Code: 018

Status: Exempt / Unclassified